Table of Contents

1. Introduction 4
1.1. Box Content 5
1.2. Minimum System Requirements 6
1.2.1. Windows Users 6
1.2.2. Mac Users 6
1.3. Views of the Rugged Hard Disk 7
1.4. Cables and Connectors 8
1.4.1. USB Cables and Connectors 8
1.4.2. Power eSATA Cables and Connectors 8

2. Getting Connected 9
2.1. STEP 1: Connecting the Interface Cable 10
2.2. STEP 2: Launching LaCie Setup Assistant 11
2.3. Disconnecting Your LaCie Hard Disk 12
2.4. Switching Interfaces 12

3. Optional Formatting and Partitioning 13
3.1. Finding the File System Format 14
3.2. Formatting for Windows Users 15
3.2.1. Formatting from FAT32 (MS-DOS) to NTFS 15
3.2.2. Formatting from HFS+ (Apple File System) to NTFS 17
3.3. Formatting for Mac Users 19

4. Troubleshooting 20
4.1. Mac Troubleshooting 21
4.2. Windows Troubleshooting 23

5. Contacting Customer Support 25
5.1. LaCie Technical Support Contacts 26

6. Warranty Information 27

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Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

Canada Compliance Statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

FCC Statement

Rugged Hard Disk

Tested to comply with FCC standards for home or office use

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.

Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN55024

With reference to the following conditions: 73/23/EEC Low Voltage Directive; 89/336/EEC EMC Directive

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

CAUTION: A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

Health and Safety Precautions

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Do not open a disk drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. The disk drive shipped with your LaCie Rugged Hard disk contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie Rugged Hard disk, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Make sure that the computer and LaCie Rugged Hard disk are electrically grounded. If the devices are not grounded, there is an increased risk of electrical shock. Power requirements 100-240 V~, 4A, 60-50 Hz, (Supply voltage fluctuations not exceeding ± 10% of the nominal, transient over-voltages according to over-voltage category II).

General Use Precautions

- Do not expose the LaCie Rugged Hard disk to temperatures outside the range of 5° C to 35 C (41° F to 86° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie Rugged Hard disk or disfigure its casing. Avoid placing your LaCie Rugged Hard disk near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie Rugged Hard disk in an environment that is too cold or humid may damage the unit.
- Always unplug the LaCie Rugged Hard disk from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not place objects on top of the LaCie Rugged Hard disk or use excessive force on it.
- Never use excessive force on your LaCie Rugged Hard disk. If you detect a problem, see the Troubleshooting section in this manual.

CAUTION: A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

IMPORTANT INFO: Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep **TWO** copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

IMPORTANT INFO: 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Once formatted, the actual available storage capacity varies depending on operating environment (typically 5-10% less).

1. Introduction

Your new LaCie Rugged All-Terrain Hard Disk combines portability with high transfer rates through eSATA, convenience, and a generous storage capacity to help you manage your data. Compatible with both Macintosh and PC computers, this model can be connected via either the eSATA or Hi-Speed USB 2.0 interfaces.

The Rugged is ideally suited for a wide range of high-end, high-traffic environments, including:

- Digital content creation
- Professional data exchange
- Video on the go

The LaCie Rugged sports a tough metal and rubber case, which, along with its shock-resistant design, allows you to take it almost anywhere.

Quick Links

Click a topic:

- Getting Connected
- Optional Formatting and Partitioning
- Troubleshooting

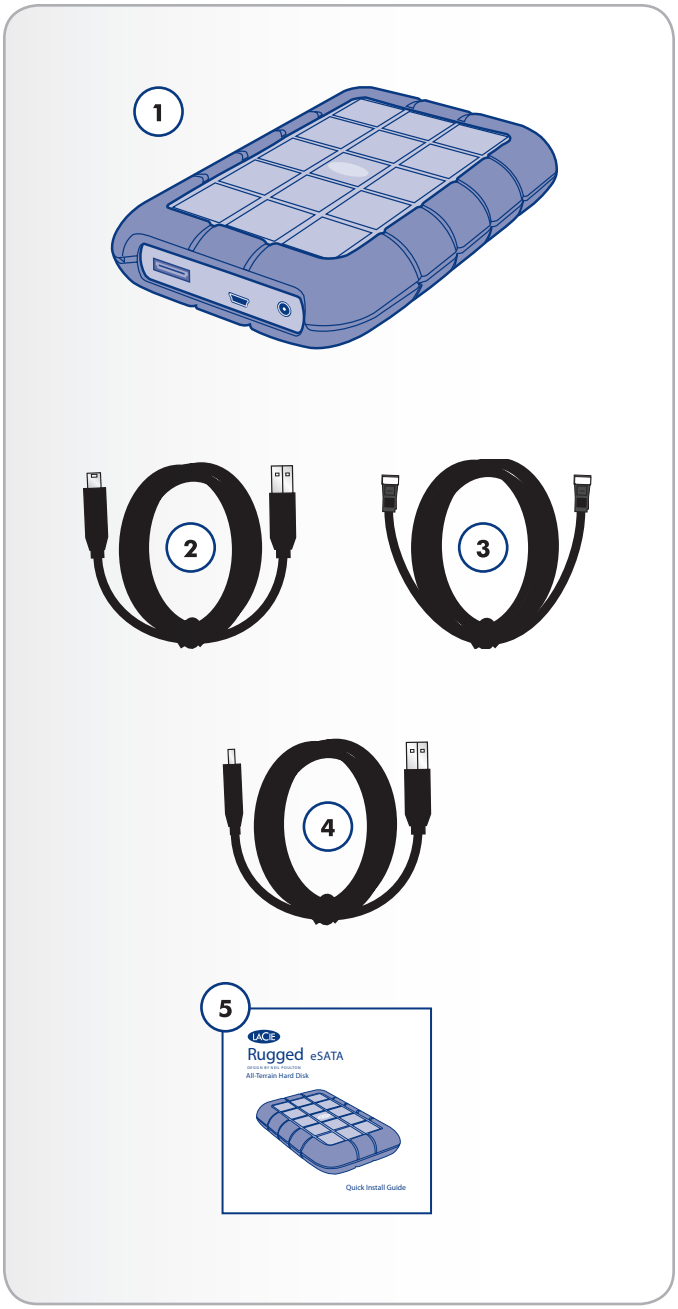
1.1. Box Content

Your box contains the LaCie hard disk and the items listed below:

1. LaCie Rugged All-Terrain Hard Disk
2. USB cable
3. USB-eSATA combo cable
4. USB power cable
5. Quick Install Guide

NOTE: The User Manual and software utilities are pre-loaded on the drive.

IMPORTANT INFO: Please save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.



1.2. Minimum System Requirements

1.2.1. Windows Users

- Windows XP, Windows Vista, and Windows 7
- 128MB RAM (512MB recommended)
- Minimum 60 MB free disk space
- Available USB 2.0, eSATA, or Power eSATA port

1.2.2. Mac Users

- Mac OS X 10.4 or later
- 128MB RAM (512MB recommended)
- Minimum 60 MB free disk space
- Available USB 2.0, eSATA, or Power eSATA port

1.3. Views of the Rugged Hard Disk

Rear View

1. eSATA port
2. USB port
3. USB power cable port

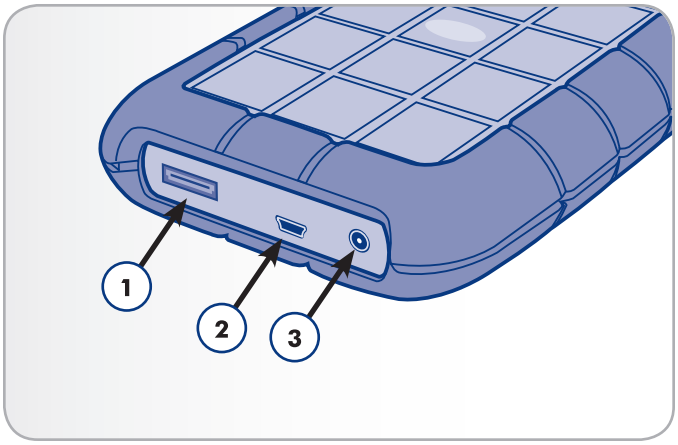


Fig. 01

Exploded View

Your LaCie Rugged All-Terrain Hard Disk is equipped with an external rubber bumper which encases the aluminum body to protect against drops (36 in./91.4 cm or less) and other impacts (*Fig. 02*). Inside the casing, internal anti-shock bumpers provide and extra measure of protection.

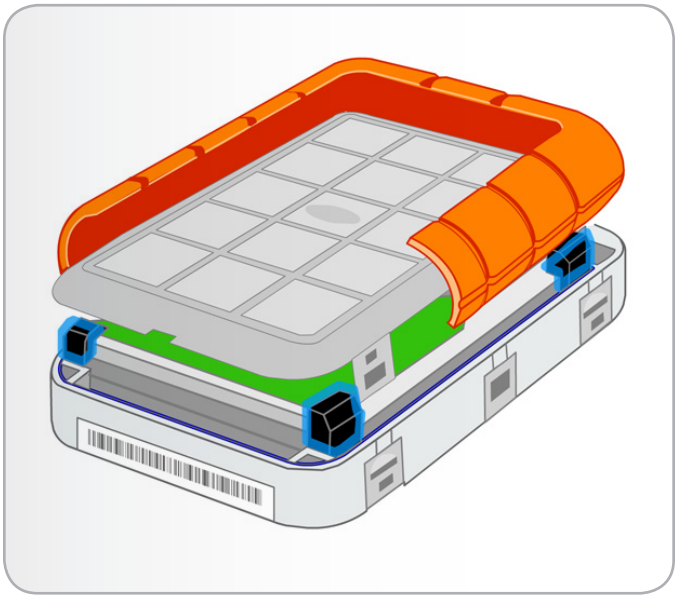


Fig. 02

1.4. Cables and Connectors

1.4.1. USB Cables and Connectors

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard disks, CD/DVD drives and digital cameras.

USB Cable

Your LaCie hard disk is shipped with a Hi-Speed USB 2.0 cable to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port (*Fig. 03*). The cable will also work when connected to a USB 1.1 port, but drive performance will be limited to USB 1.1 transfer rates.

USB Power Cable

In the event that the USB bus on your computer does not provide the necessary power to operate your LaCie hard disk, the included USB power cable connects to an available USB port on your computer (*Fig. 04*).

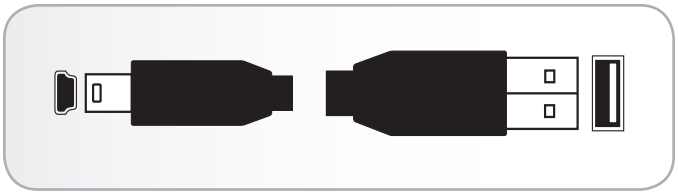


Fig. 03

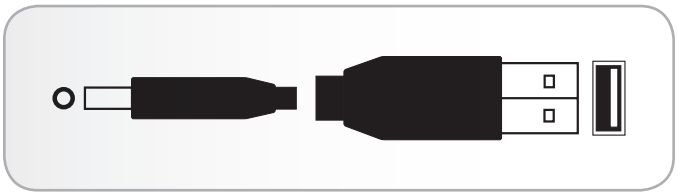


Fig. 04

1.4.2. Power eSATA Cables and Connectors

Your LaCie Hard Disk uses the latest in SATA technology, allowing interface (or bus) transfer rates of up to 3 Gbits/s. SATA technology was originally developed to serve as an internal interface, delivering improved performance to internal connections. Soon after, eSATA, or external SATA was developed, allowing for the use of shielded cables outside the PC.

This hard disk features a Power eSATA interface, which, when connected to a Power eSATA port on your laptop, will allow your drive to be bus powered (which means it won't need a supplementary power supply). If your computer only has a regular eSATA port, you should additionally connect the included USB power cable, which will provide enough electricity to run the drive.

eSATA Cables

Your LaCie drive is shipped with one Power eSATA cable, which can be connected to a regular eSATA or Power eSATA port (*Fig. 05*).

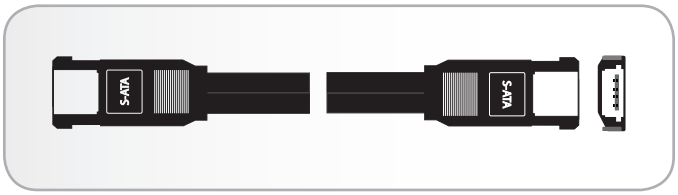


Fig. 05

2. Getting Connected

Installing the LaCie Rugged hard disk is easy for all users, regardless of operating system, thanks to LaCie Setup Assistant. Install your drive in two easy steps:

2.1. STEP 1: Connecting the Interface Cable

2.2. STEP 2: Launching LaCie Setup Assistant

IMPORTANT INFO: Do not connect more than one interface cable at a time. To switch interfaces, follow the steps in section *2.4. Switching Interfaces*.

IMPORTANT INFO: Please follow the setup steps in the order they are given to ensure that the LaCie Rugged's volume mounts correctly on your computer.

2.1. STEP 1: Connecting the Interface Cable

1. Connect either the USB or eSATA interface cable.

USB connection: If the USB bus on your computer does not provide the necessary power to operate your LaCie Rugged, disconnect the USB cable, connect the USB power cable to your computer and to the Rugged, and then reconnect the USB cable.

See section *1.4.1. USB Cables and Connectors* for more information.

eSATA connection: If your computer has a Power eSATA port, the drive will be bus-powered through this connection (*Fig. 07*). Otherwise, additionally connect the USB power cable to the drive and to your computer (*Fig. 08*).

See section *1.4.2. Power eSATA Cables and Connectors* for more information.

2. After a few seconds, the drive will mount in My Computer (Windows) or on your desktop (Mac).

NOTE: As an alternative to using the USB power cable, you can purchase an A/C power adapter from the LaCie website.

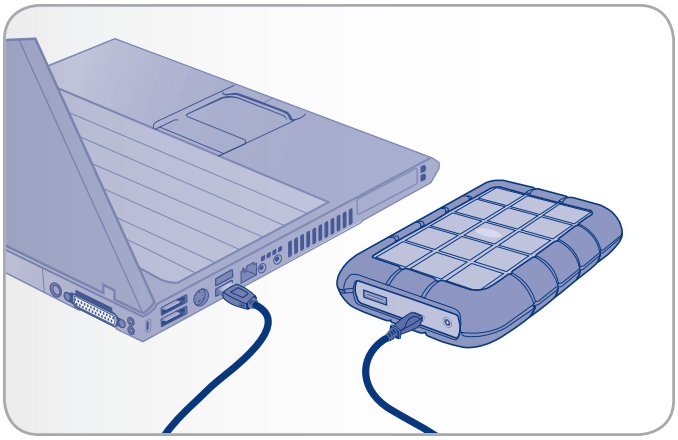


Fig. 06 – USB Connection

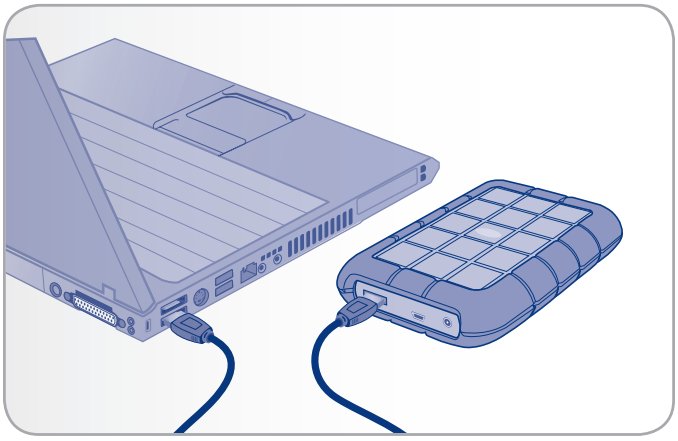


Fig. 07 – Power eSATA Connection

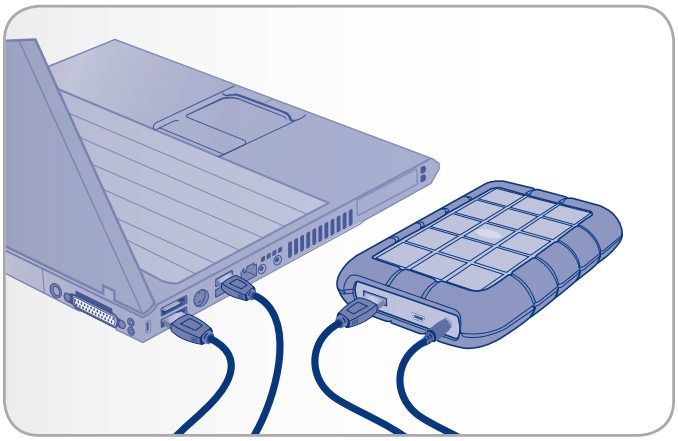


Fig. 08 – eSATA & USB Power Connection

2.2. STEP 2: Launching LaCie Setup Assistant

Before using your drive, LaCie Setup Assistant software must be launched to format it. It will:

- ✦ Optimize your drive according to your needs
- ✦ Copy the manual and utilities onto your LaCie hard disk

IMPORTANT INFO: LaCie recommends that you copy the user manual and utilities onto your computer's internal hard disk or other medium when setup is complete.

To launch LaCie Setup Assistant:

Windows users: double click on the LaCie drive icon in "My Computer".

Mac users: double click on the "LaCie Setup Assistant" icon which will appear on your desktop.

IMPORTANT INFO: If you do not launch LaCie Setup Assistant or if you quit LaCie Setup Assistant after formatting has begun, your drive will not be ready to use and will require manual formatting. The user manual and utilities will not be available on your drive and will have to be downloaded from the LaCie website: www.lacie.com

TECHNICAL NOTE: The LaCie Setup Assistant does not prevent you from using your computer's native disk utility program to format or partition your LaCie drive. Simply follow the Setup Assistant through completion, then use your computer's native disk utility (Disk Management for Windows or Disk Utility for Mac) to reformat your drive. See section *3. Optional Formatting and Partitioning* for more information.

2.3. Disconnecting Your LaCie Hard Disk

eSATA and USB external devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your LaCie hard disk.

Windows Users

From the System Tray (located in the lower right-hand side of your screen), click the Eject icon (a small green arrow over a hardware image) (*Fig. 09*).

A message will appear, listing the devices the Eject icon controls (it should say, "Safely remove..."). Click on the LaCie hard disk in this prompt.

This message will appear: "Safe to Remove Hardware" (or similar). It is now safe to disconnect the device.

Fig. 09 - Windows Users

Mac Users

Drag the hard drive icon to the trash (*Fig. 10*). (The icon pictured below is a generic USB device icon. Your drive may be represented by an icon that looks like the drive itself.)

When the icon disappears from the desktop, the drive can be disconnected.

Fig. 10 - Mac Users

2.4. Switching Interfaces

Always unmount or safely disconnect your LaCie hard disk before switching interfaces. See section *2.3. Disconnecting Your LaCie Hard Disk*, for proper disconnection procedures. When the hard disk has been safely disconnected, reconnect it with the interface of your choice.

3. Optional Formatting and Partitioning

The first time you use your LaCie hard disk, LaCie Setup Assistant formats your drive according to your needs. If your needs change, you can reformat your LaCie hard disk to optimize it for use with Windows or Mac, or for cross-platform use. For example, if you used LaCie Setup Assistant to format your drive to work with your Mac (HFS+), but now you want to share your hard disk with Windows users, you can reformat it to FAT 32 (MS-DOS) for this purpose.

You may need to format your LaCie hard disk if LaCie Setup Assistant was interrupted or stopped. If the hard disk does not appear in My Computer (Windows) or on the desktop (Mac), it may not be formatted properly.

What is Formatting?

When a disk is formatted, the following things occur: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information. A hard disk must be formatted before it can be used to store data.

What is Partitioning?

You can also divide the hard disk into sections, called partitions. A partition is a section of the hard disk's storage capacity that is created to contain files and data. For instance, you could create three partitions on your drive: one partition for your office documents, one as a backup and one for your multimedia files. Or, if you will be sharing the drive with another person in your household or office, you can create a partition for each person who uses the drive. Partitioning is optional.

IMPORTANT INFO: Please copy the User Manual and utilities to your computer before reformatting. Reformatting will erase everything from the hard disk. If you have other data that you want to protect or continue to use, copy this information to your computer before reformatting.

File System Formats

There are three different file system format categories: NTFS, FAT 32 (MS-DOS), and Mac OS Extended (HFS+). Use the information below to determine which format is best for you.

Use NTFS if...

...you will be using the drive only with Windows 2000, Windows XP or Windows Vista (performance will generally be greater when compared to FAT 32). This file system is compatible in read only mode with Mac OS X 10.3 and higher.

Use HFS+ if...

...you will be using the drive on Macs only; performance will generally be greater when compared to FAT 32. This file system is NOT compatible with Windows OS.

Use FAT 32 (MS-DOS) if...

...you will be using your drive with both Windows and Mac OS X 10.3 or sharing the drive between Windows 2000 and Windows XP or Windows Vista. Maximum single file size is 4GB.

3.1. Finding the File System Format

You may need to know the current file system format of your LaCie hard disk if:

- You want to reformat your LaCie hard disk. The current file system format may determine the process you'll use to reformat it.
- The LaCie hard disk does not appear to mount on your computer. In this case, the file system format may prevent your operating system from recognizing the LaCie hard disk (ex. If you connect a hard disk formatted in HFS+ to a Windows computer).

Windows Users

1. Right-click My Computer and select **Manage** from the right-click options menu. The Computer Management window opens.
2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). Information about all storage devices connected to your computer appears in the right hand pane.
3. Find the disk corresponding to your LaCie hard disk.

NOTE: "Disk 0" is your computer's internal hard disk. If other storage devices are connected to your computer, refer to the disk information in the upper pane to determine which disk is your LaCie hard disk.

4. The File System column in the upper pane lists the file system of each disk. Disks are listed as "NTFS", "FAT32" or blank (if the file system format is not recognizes, such as if it is HFS+).

Mac Users

1. Select **Utilities** from the Go menu in Finder.
2. Open Disk Utility.
3. In the disk list on the left side of the Disk Utility window, find the disk corresponding to your LaCie hard disk.
4. Each disk has two listings. Select the lower, indented disk name.
5. Refer to the **Format** line of the information area at the bottom of the Disk Utility window.

3.2. Formatting for Windows Users

Before you start, connect the drive to the computer and follow the steps in section *3.1* to find the file system format of your LaCie hard disk.

- If your disk is formatted as a FAT32 volume, proceed to section *3.2.1. Formatting from FAT32 (MS-DOS) to NTFS*.
- If your disk is formatted as an HFS+ volume (or unrecognized in Windows) , click here or proceed to section *3.2.2. Formatting from HFS+ (Apple File System) to NTFS*.

3.2.1. Formatting from FAT32 (MS-DOS) to NTFS

Follow these steps if you used LaCie Setup Assistant to create an exchange volume on your LaCie hard disk for data sharing between Windows and Mac computers or if you reformatted your LaCie hard disk as a FAT32 (MS-DOS) volume on a Mac.

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Right-click **My Computer** and select **Manage** (*Fig. 11*). The Computer Management window opens.
2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). See *Fig. 12*. Information about all storage devices connected to your computer appears in the pane on the right.
3. Find the disk corresponding to your LaCie hard disk. Right-click in the disk allocation bar of the FAT32 (MS-DOS) volume and select **Format...** from the right-click options menu (*Fig. 12*).

TECHNICAL NOTE: If you did not create an exchange volume using LaCie Setup Assistant, there may be only one volume associated with the disk.

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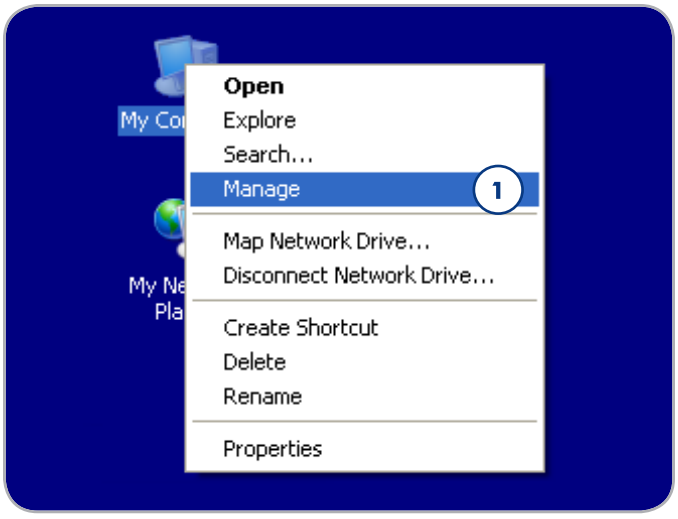

Fig. 11

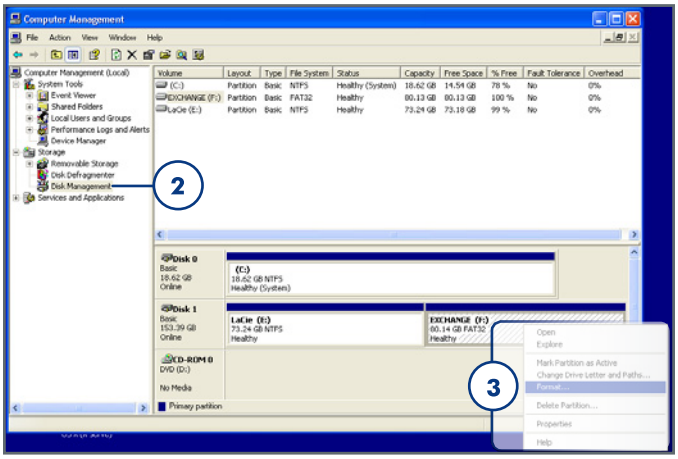

Fig. 12

4. In the Format window:
   a. Enter a name for the disk as you'd like it to appear on your computer in the **Volume label** field.
   b. Select "Perform a quick format" (*Fig. 13*).
   c. Leave the other options at their default values and click **OK**.
5. Click **OK** in the format warning dialog. During the formatting process, the status of the disk changes to "Formatting" in the Computer Management window. When Formatting is complete, the status changes to "Healthy". See *Fig. 14*.

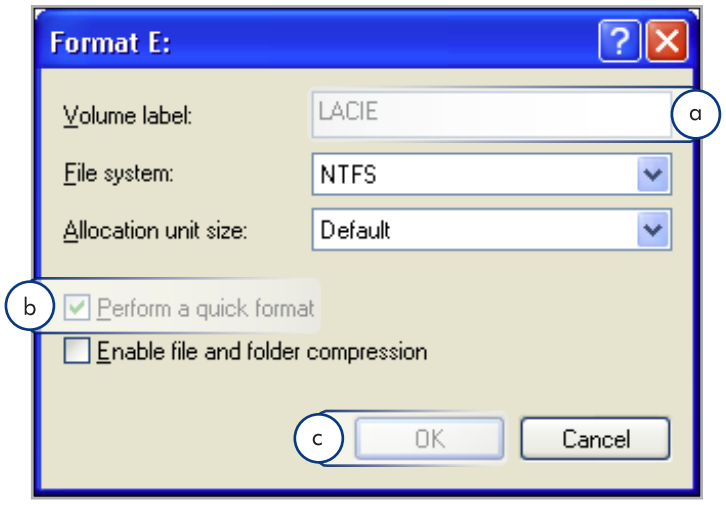

Fig. 13

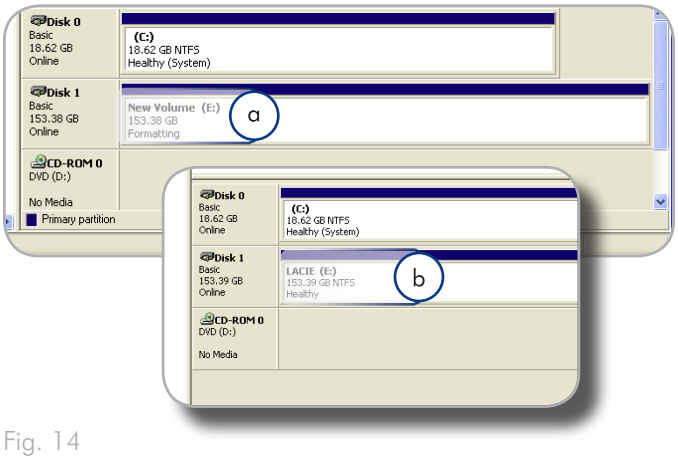

Fig. 14

3.2.2. Formatting from HFS+ (Apple File System) to NTFS

Follow the steps in this section if you used LaCie Setup Assistant to format your drive for use with a Mac or if you reformatted your LaCie hard disk as an HFS+ volume on a Mac.

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Right-click **My Computer** and select **Manage** (*Fig. 15*). The Computer Management window opens.
2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). See *Fig. 16*. Information about all storage devices connected to your computer appears in the pane on the right.
3. Find the disk corresponding to your LaCie hard disk. Right-click on the "Unallocated" volume in the disk allocation bar and select **New Partition...** from the right-click options menu (*Fig. 16*). The New Partition Wizard opens.

continued on next page...

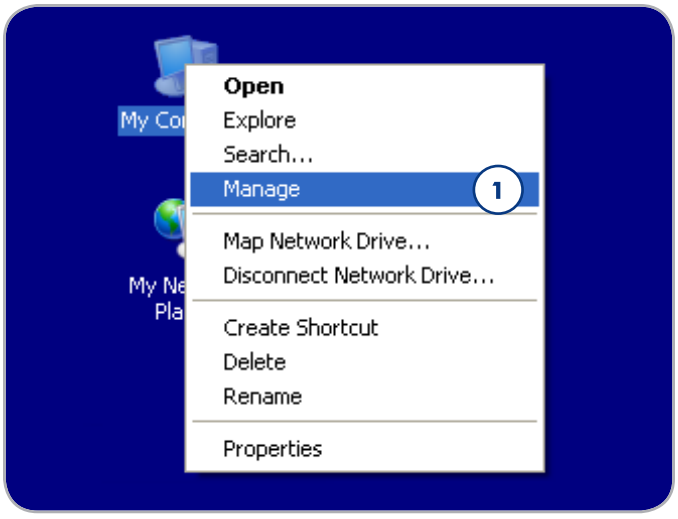

Fig. 15

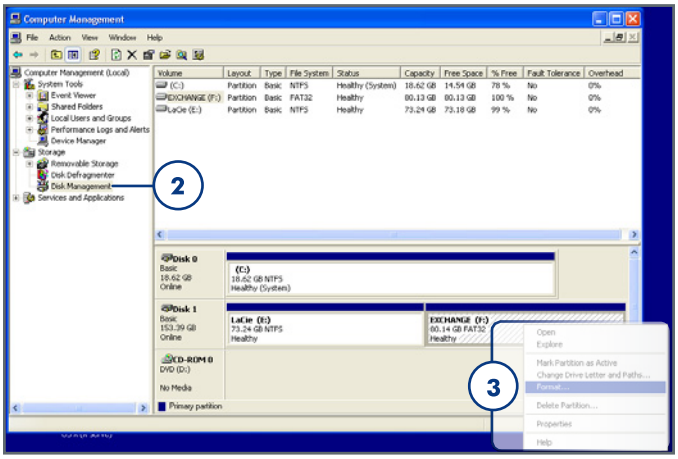

Fig. 16

4. On the Welcome to the New Partition Wizard screen, click **Next** (*Fig. 17*).
5. Select **Primary Partition** and click **Next**.
6. If you would like to create more than one partition on the disk, enter the size of the first partition in the "Partition size in MB" field. Otherwise, leave the default values and click **Next**.
7. Choose a drive letter to assign to the drive. Click **Next**.
8. Select "Format this partition with the following settings" and Enter a name for the volume as you'd like it to appear on your computer. Select "Perform a quick format." Click **Next**. See *Fig. 18*.
9. Review your settings and click **Finish** to begin the formatting process.
10. During the formatting process, the status of the disk changes to "Formatting" (a) in the Computer Management window. When Formatting is complete, the status changes to "Healthy" (b). See *Fig. 19*.

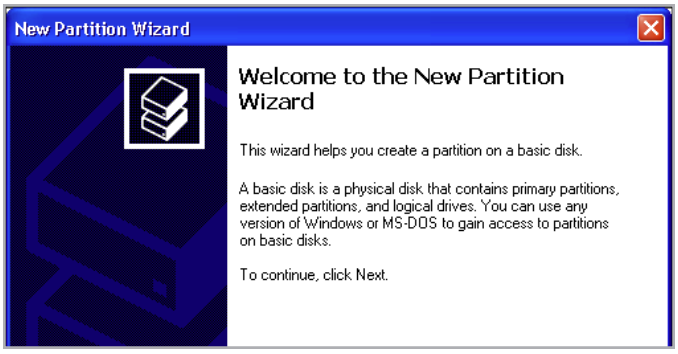
New Partition Wizard
Welcome to the New Partition Wizard
This wizard helps you create a partition on a basic disk.
A basic disk is a physical disk that contains primary partitions, extended partitions, and logical drives. You can use any version of Windows or MS-DOS to gain access to partitions on basic disks.
To continue, click Next.

Fig. 17

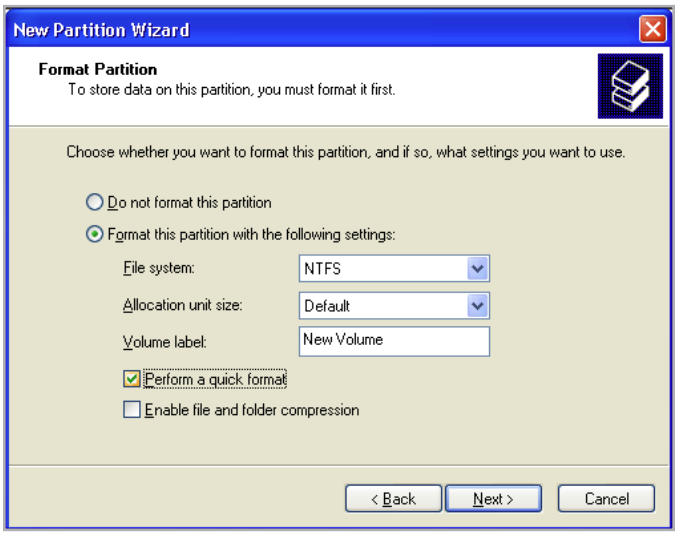
New Partition Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this partition, and if so, what settings you want to use.
Do not format this partition
Format this partition with the following settings:
File system:
NTFS
Allocation unit size:
Default
Volume label:
New Volume
Perform a quick format
Enable file and folder compression
< Back
Next >
Cancel

Fig. 18

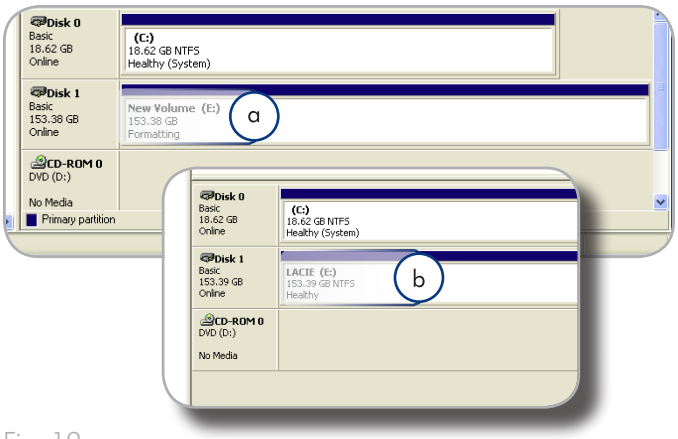

Fig. 19

3.3. Formatting for Mac Users

CAUTION: Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Select **Utilities** from the Go menu in Finder.
2. Open Disk Utility.
3. In the disk list on the left side of the Disk Utility window, find the disk corresponding to your LaCie hard disk. For each disk there is a listing for the drive controller and one for each volume on the disk. Select the listing for the controller (ex. "153.4 GB HDT72251…" in *Fig. 20*).
4. Select the **Partition** tab (*Fig. 21*).
5. From the **Volume Scheme** menu, choose the number of partitions you want to divide the drive into (16 maximum). You can adjust the size of each partition using the slide bar between the partitions in the **Volume Scheme** area.
6. In the **Volume Information** section, enter a name for each volume (partition) and choose the volume format (Mac OS Extended, Mac OS Standard, UNIX File System, or MS-DOS).

TECHNICAL NOTE: To share a volume with Windows users, select MS-DOS (FAT32) format.

IMPORTANT INFO: Apple recommends that unless you have a specific reason to use the UNIX File System (UFS), you should use the Mac OS Extended format because it provides a more familiar experience to Macintosh users.

7. Click **Partition**. Click **Partition** again to close the alert message and continue.
8. Mac Disk Utility will format and partition the disk according to your settings, and your drive will be ready to use.

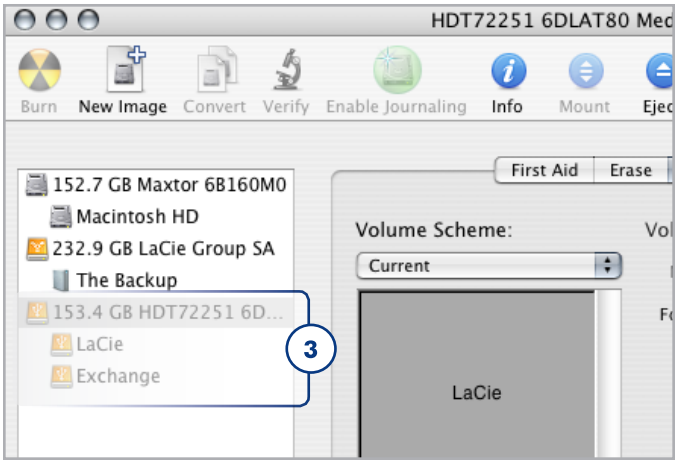

Fig. 20

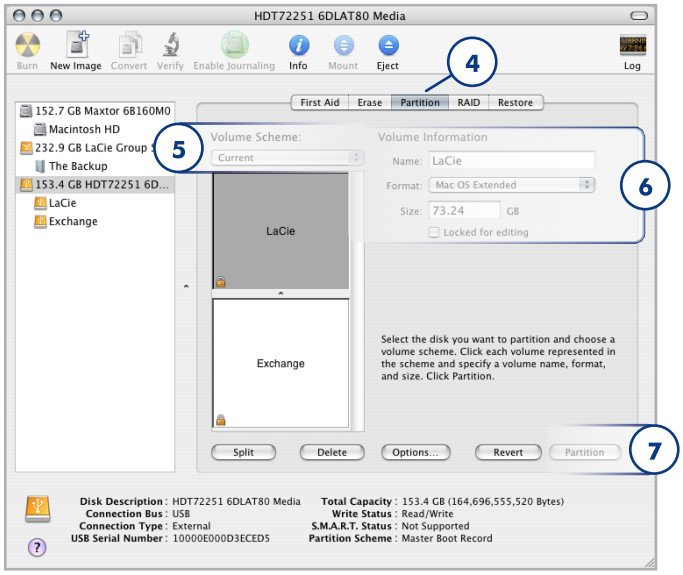

Fig. 21

4. Troubleshooting

If your LaCie hard disk is not working correctly, please refer to the following troubleshooting topics to determine the source of the problem. If you have gone through all of the topics and your drive still does not work properly, please check the FAQs that are regularly published on our website – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the downloads page, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Customer Support (see section *5. Contacting Customer Support* for details).

Manual Updates

LaCie strives to give you the most up-to-date, comprehensive user manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your user manual does not reflect the configuration of the product you purchased, please check our website for the most current version of the user manual.

www.lacie.com

4.1. Mac Troubleshooting

Problem	Question	Solution
The drive is not recognized by the computer.	Does an icon for the drive appear on the desktop?	There should be an icon for the LaCie drive on the desktop. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section *1.2. Minimum System Requirements* for more information.
	Did you follow the correct installation steps for the specific interface and operating system.	Review the installation steps in section *2.1. STEP 1: Connecting the Interface Cable* and section *2.2. STEP 2: Launching LaCie Setup Assistant*.
	Are both ends of the FireWire, eSATA or USB cables firmly attached?	Check both ends of the FireWire, eSATA or USB cables and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Is the drive receiving sufficient power?	If the drive is connected to your computer via USB and does not appear to mount, the drive may not be receiving enough power from the USB bus on your computer. Try connecting the USB power sharing cable as described in section *1.4.1. USB Cables and Connectors*.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
The drive is not recognized by the computer.	Has the drive been formatted?	If you do not launch LaCie Setup Assistant or if you quit LaCie Setup Assistant after formatting has begun, your drive will not be ready to use and will require manual formatting. Please see sections *3. Optional Formatting and Partitioning* and section *3.1. Finding the File System Format*.
	Does your computer's operating system support the file system?	Check your computer's documentation and see sections *3.1. Finding the File System Format* and *3. Optional Formatting and Partitioning*.
Error messages under Mac OS 10.x.	Did you get an "Error –50" message while copying to a FAT 32 volume?	When copying files or folders from Mac OS 10.x to a FAT 32 volume, certain characters cannot be copied. These characters include, but are not limited to: ? < > / \ : Check your files and folders to ensure that these types of characters are not being used.
	Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode?	Simply ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is "woken" from sleep, it does not give the drive enough time to spin-up from its sleep mode.
	Are you having problems getting your FireWire device to be recognized?	If you are having problems with your FireWire connection under Mac OS 10.2.x, upgrade to the latest Mac OS version.

Problem	Question	Solution
The drive is working slowly.	Are there other USB, eSATA or FireWire devices connected to the same port or hub?	Disconnect any other USB, eSATA or FireWire devices and see if the drive's performance increases.
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB port on your computer, or to a USB hub?	If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See section *1.2. Minimum System Requirements*.

4.2. Windows Troubleshooting

Problem	Question	Solution
The drive is not recognized by the computer.	Is there an icon for the drive in **My Computer**?	Go into **My Computer** and look for an icon and drive letter assigned to the LaCie drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem.
	Does your computer's configuration meet the minimum system requirements for use with this drive?	See section *1.2. Minimum System Requirements* for more information.
	Is the drive receiving sufficient power?	If the drive is connected to your computer via USB and does not appear to mount, the drive may not be receiving enough power from the USB bus on your computer. Try connecting the USB power sharing cable as described in section *1.4.1. USB Cables and Connectors*.
	Did you follow the correct installation steps for the specific interface and operating system?	Review the installation steps in sections *2.1. STEP 1: Connecting the Interface Cable* and *2.2. STEP 2: Launching LaCie Setup Assistant*.
	Are both ends of the FireWire, eSATA or USB cables firmly attached?	Check both ends of the FireWire, eSATA or USB cables and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again.
	Have the USB, eSATA or FireWire drivers been installed correctly and enabled?	Open **Apple System Profiler** and click on the **Devices and Volumes** tab. If your device is not listed, recheck the cables and try the other troubleshooting tips listed here.
	Is there a conflict with other device drivers or extensions?	Contact LaCie Technical Support for help.
FireWire 800 does not work under Windows 2000.	Have you installed the Windows 2000 Service Pack 4?	In order to operate FireWire 800 devices under Windows 2000, the Service Pack 4 update must be installed. This is a free download offered on Microsoft's website.
The drive is working slowly.	Are there other USB, eSATA or FireWire devices connected to the same port or hub?	Disconnect any other USB, eSATA or FireWire devices and see if the drive's performance increases.

Problem	Question	Solution
The drive is not running noticeably faster when connected via Hi-Speed USB 2.0.	Is the drive connected to a USB port on your computer, or to a USB hub?	If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates.
	Is the drive connected to a Hi-Speed USB 2.0 port on your computer?	Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, uninstall the drivers and re-install them.
	Does your computer or operating system support Hi-Speed USB 2.0?	See section *1.2. Minimum System Requirements*.
The drive turns on and off when you turn your computer on and off (USB and FireWire connections).	This is normal. Your drive has an autoswitching power feature, which means that if your drive is connected to your computer, turning the computer on will automatically turn the drive on. Likewise, turning the computer off will automatically turn the drive off.	

5. Contacting Customer Support

Before You Contact Technical Support

Read the User Manual and review the Troubleshooting section.

Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure that all of the cables are correctly and firmly attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, contact us via the contacts on the following page. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

Information	Location
1. LaCie hard disk serial number	Located on a sticker at the back of drive or on the original packaging
3. Macintosh/PC model	**Mac users:** Click on the Apple icon in the menu bar and select **About This Mac**. **Windows users:** Right click **My Computer** and select **Properties > General**.
4. Operating system version	
5. Processor speed	
6. Computer memory	
7. The brands and models of other internal and external peripherals installed on your computer	**Mac users:** Click on the Apple icon in the finder bar and select **About This Mac**. Select **More Info...** The Apple System Profiler will launch and will list your internal and external peripherals. **Windows users:** Right click **My Computer** and select **Properties > Hardware.**

5.1. LaCie Technical Support Contacts

LaCie Asia, Singapore, and Hong Kong Contact us at: http://www.lacie.com/asia/contact/	LaCie Australia Contact us at: http://www.lacie.com/au/contact/
LaCie Belgium Contact us at: http://www.lacie.com/be/contact/ (Français)	LaCie Canada Contact us at: http://www.lacie.com/caen/contact/ (English)
LaCie Denmark Contact us at: http://www.lacie.com/dk/contact	LaCie Finland Contact us at: http://www.lacie.com/fi/contact/
LaCie France Contact us at: http://www.lacie.com/fr/contact/	LaCie Germany Contact us at: http://www.lacie.com/de/contact/
LaCie Italy Contact us at: http://www.lacie.com/it/contact/	LaCie Japan Contact us at: http://www.lacie.com/jp/contact/
LaCie Netherlands Contact us at: http://www.lacie.com/nl/contact/	LaCie Norway Contact us at: http://www.lacie.com/no/contact/
LaCie Spain Contact us at: http://www.lacie.com/es/contact/	LaCie Sweden Contact us at: http://www.lacie.com/se/contact
LaCie Switzerland Contact us at: http://www.lacie.com/chfr/contact/ (Français)	LaCie United Kingdom Contact us at: http://www.lacie.com/uk/contact/
LaCie Ireland Contact us at: http://www.lacie.com/ie/contact/	LaCie USA Contact us at: http://www.lacie.com/contact/
LaCie International Contact us at: http://www.lacie.com/intl/contact/	

6. Warranty Information

LaCie warrants your drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective drive. This warranty is void if:

- The drive was operated/stored in abnormal use or maintenance conditions;
- The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
- The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
- The drive was installed improperly;
- The serial number of the drive is defaced or missing;
- The broken part is a replacement part such as a pickup tray, etc.
- The tamper seal on the drive casing is broken.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You will be asked to provide your LaCie product's serial number, and you may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

IMPORTANT INFO: Register online for free technical support: www.lacie.com/register